# Reducing Your GroupWise Mailbox Size
A Guide for GroupWise Web access only users

For the GroupWise to Outlook (G2O) e-mail transition, up to 250 megabytes (MB) – 500 MB for VIPs - of material saved in your existing e-mailbox can be migrated to the new e-mail system. Some staff will need to reduce e-mailbox size so their most recent or most important e-mail will be migrated. Follow the instructions below to do so.

Mailbox and file attachment size limits make it easier to manage growth and help agencies control e-mail storage expense. They also promote quicker recovery if a service failure occurs.

Before starting the steps below, please remember all folders in your mailbox including Received and Sent Items, Cabinet folders, Calendar, Draft and Trash folders count toward your size limit.
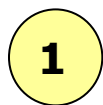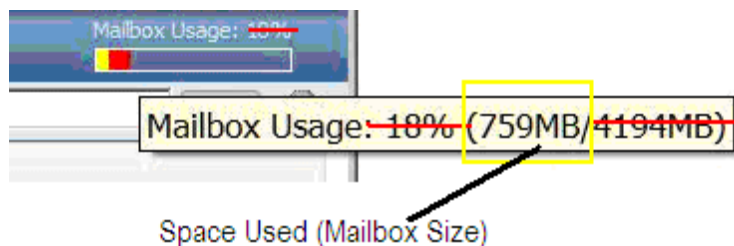
(1) **View your mailbox size**
First, check the size of your mailbox to see if you're over or under the limit of 250 MB (500 MB for VIPs) for the e-mail upgrade.

Note: *If you are not a user with GroupWise Web access only, please refer to* [separate instructions](#) *that do not note "Web access only."*

Place your cursor over the "Mailbox Usage" image in the upper right hand of your GroupWise screen:

Space Used (Mailbox Size)

Please pay attention only to the first number after the "%" symbol (framed in yellow above). This is your mailbox size, or "Space Used." The other values shown are not accurate or relevant to this exercise.

In this example, mailbox size is 759MB and would need to be reduced to 250 MB (500 MB for VIPs) for the e-mail upgrade.

2 **Delete items to trim mailbox size.**

Choose items to delete based on their continued usefulness. Note that e-mails with file attachments typically rank among the larger items in your mailbox. You can quickly locate these by looking for the paper clip icon next to the messages.

3 **Empty your Trash folder.**

Because items in your Trash folder count toward your 250 MB (500 MB for VIPs) mailbox size limit, be sure to empty it.

a) In your Mailbox, click on the Trash folder. Select any items to be deleted, then click "Empty Selected Items" and "OK." Or,

b) Right-click on the Trash folder, then click "Empty Trash" to delete all Trash items at once.

4 **Check your mailbox size again to ensure you're within size limits.**

Now that you've reduced your mailbox size by deleting messages:

a) Log out of GroupWise Web access and log back in.

b) Repeat Step 1 to see if your "Space Used" is less than 250 MB (500 MB for VIPs). If you're still over the limit, repeat Steps 2 and 3 to further reduce your mailbox size.

If your "Space Used" value has not changed after deleting files, please call the GETS Consolidated Service Desk at 877-GTA-3233 for assistance.